

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings of claims in the application:

Listing of Claims:

1 1. (currently amended) A method for providing telephone application
2 services using a managed VOIP network, where voice data transmitted over the network is
3 codified in a native VOIP format, said method comprising the acts of:
4 providing a plurality of channels for handling incoming telephone calls and a
5 shared memory, accessible to all channels, storing response voice data in native VOIP format;
6 providing an I/O thread for each channel for managing all I/O, with I/O thread
7 performing the following acts:
8 while playing a message, giving higher priority to data transmission than
9 to data reception; and
10 while recording a message, giving higher priority to data reception than to
11 data transmission;
12 receiving a first incoming telephone call, including a first plurality of received IP
13 packets encapsulating voice data in native format, from a service requestor over the managed
14 VOIP network;
15 setting up a connection between the incoming telephone call and a first one of
16 said channels for handling the incoming telephone call;
17 identifying a requested service;
18 accessing response voice data, stored in the native VOIP format in said shared
19 memory, responsive to the requested service;
20 encapsulating said response voice data in a second plurality of response IP
21 packets; and
22 sending said second plurality of response IP packets over said managed VOIP
23 network to the service requestor.

1 2. (original) The method of claim 1 where said act of identifying a requested
2 service comprises the acts of:

3 processing voice data in native format, extracted from said
4 received IP packets, to identify a requested service;
5 extracting voice data from said received IP packets; and
6 performing speech analysis on extracted voice data to identify the
7 service requested.

1 3. (currently amended) The method of claim 1 where said act of identifying
2 a requested service comprises the acts of:

3 identifying a DTMF signal;
4 determining a requested service associated with an identified
5 DTMF signal;

1 4. (original) The method of claim 1 where said act of accessing response
2 voice data further comprising the acts of:
3 determining whether said requested service requires text to speech
4 (TTS) conversion;
5 if so invoking a TTS module that converts text to non-native voice
6 data not in native VOIP format;

7 converting said non-native voice data to native VOIP format.

1 5. (original) The method of claim 1 where said act of accessing response
2 voice data further comprising the acts of:

3 determining whether received voice data will be processed by a
4 speech recognition module;
5 if so, converting said native VOIP format voice data to non-native
6 format voice data prior to speech recognition.

1 6. (original) The method of claim 1 further comprising the act of:
2 extracting calling ID line data from VOIP call signaling protocol to
3 obtain location information about the service requestor;
4 accessing customized voice data, in native VOIP format, from said
5 shared memory;
6 encapsulating said customized voice data in customized IP packets;
7 and
8 sending said customized IP packets to the service requestor over the managed
9 VoIP network.

1 7. (canceled).

1 8. (currently amended) A method for providing telephone application
2 services using a managed VOIP network, where voice data transmitted over the network is
3 codified in a native VOIP format, said method comprising the acts of:
4 providing a plurality of channels for handling incoming telephone calls and a
5 shared memory, accessible to all channels, storing response voice data in native VOIP format;
6 providing a plurality of message access servers for controlling access to shared
7 memory; and
8 receiving a first incoming telephone call, including a first plurality of received IP
9 packets encapsulating voice data in native format, from a service requestor over the managed
10 VOIP network;
11 setting up a connection between the incoming telephone call and a first one of
12 said channels for handling the incoming telephone call;
13 identifying a requested service;
14 utilizing a service requestor ID to access a user database holding an association
15 between the ID and a home MAS for accessing response voice data for the service requestor—
16 wherein the accessed response voice data is stored in the native VOIP format in said shared
17 memory;

18 encapsulating said response voice data in a second plurality of response IP
19 packets.

20 ~~The method of claim one further comprising the acts of:~~

1 9. (canceled).